

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST

KAMPALA

2. AGENCY

STATE

3a. POSITION NO.

3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☐ Yes ☐ No

4. REASON FOR SUBMISSION

- ☐ a. Reclassification of duties: This position replaces
Position No. _____, _____ (Title) _____ (Series) _____ (Grade)
- ☐ b. New Position
- ☐ c. Other (explain) _____

5. CLASSIFICATION ACTION

Position Title and Series Code

Grade

Initials

Date
(mm-dd-yy)

a. Post Classification Authority

**TELEPHONE / COMPUTER MANAGEMENT
ASSISTANT**

7

b. Other

c. Proposed by Initiating Office

6. POST TITLE POSITION (if different from official title)**7. NAME OF EMPLOYEE****8. OFFICE/SECTION**

U.S.EMBASSY KAMPALA

a. First Subdivision

INFORMATION PROGRAM UNIT SECTION

b. Second Subdivision

ADMINISTRATIVE SECTION

c. Third Subdivision

N/A

9. This is a complete and accurate description of the duties and responsibilities of my position.

10. This is a complete and accurate description of the duties and responsibilities of this position.

Printed name of employee

Date(mm-dd-yy)

Employee Signature

Printed name of supervisor

Date(mm-dd-yy)

Supervisor Signature

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.

12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

Printed name of Chief or Agency head

Date(mm-dd-yy)

Chief or Agency Head Signature

Printed name of Admin or Human Resources Officer

Date(mm-dd-yy)

Admin or HR Officer Signature

13. BASIC FUNCTION OF POSITION

Incumbent provides telephone, radio, and computer assistance to over 400 customers in two locations under the direct supervision of the Information Management Specialist while working closely with the Senior Computer Assistant, Computer Management Specialist and senior telephone technician.

14. MAJOR DUTIES AND RESPONSIBILITIES

TELEPHONE and RADIO DUTIES: 70%

Maintains various radio systems, Meridian Private Branch Exchange telephone systems to include two off-premise Norstar telephone systems, a IP Office 500 V2 system, and all peripheral equipment for the embassy, cell phone units for Dept of State and tenant agencies and all official land lines at residences. Liaison with the Uganda Telecommunications Limited (UTL), Uganda Communications Commission (UCC), and the U.S. Regional Information Management Center (RIMC) on information technology issues. Maintains inventories of the Mission's radio, cell phone and telephone and assists the IMO in managing the US Mission telecommunications program. In addition, incumbent:

- Locates vendors, parts & equipment to support post's radio & telephone program.
- Prepares ordering of same, follows-up until item is received at post.
- Installation and issuance of radio and telephone equipment.
- Programs radio, telephone, cell phone sim cards and equipment using approved DOS software/hardware and materials.
- Uses variety of software tools to repair radio & telephone equipment and other office electronics equipment.
- Maintains radio & telephone equipment using software materials supplied by vendor and DOS
- Serves as a liaison between post and local vendors and other host country ministries on administrative and technical radio and telephone issues.
- Maintains inventories of the radio and telephone programs
- Under the supervision of the senior Radio Tech, prepares the radio/telephone shop end of year budget.
- Researches approved specifications before procurement according to DOS guidelines
- Logs all telephone, verbal or email requests for telephone support and responds as expeditiously as possible.

BLACKBERRY, TELEVISION, AND COMPUTER DUTIES: 30%

-Learn the workings of the Blackberry device and related systems with the purpose of serving as a backup to the primary Blackberry technician.

-Work with Facilities and GSO teams to install and repair AFN and DSTV television services on the Embassy compound and CMR and DCMR only.

-On an as needed basis, assist the LAN System administrators on IT related projects as needed such as IT equipment inventory and basic first level computer desktop support.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education

Diploma in Tele-Communication, Physics, Electronics, or Computer Science.

b. Prior Work Experience

Three years of experience in the management and support of information systems and/or Radio, telephone support.

c. Post Entry Training

Briefing and orientation on organization and functions of all elements of the Mission is required and training in Nortel CSM 1000.

d. Language Proficiency: List both English and host country language(s) by level and specialization.

Level IV English ability is required.

e. Knowledge

Knowledge of computer hardware and software capabilities/limitations; standard office practices and management principles; good fact finding and problem solving techniques; main computer publications; computer systems management is required. Thorough knowledge of safety practices and procedures; electrical and radio theories and practices, installation, operation, maintenance, testing, trouble-shooting and repairing procedures and techniques is required.

f. Demonstrated ability to train and work with others; effective skills in fact gathering and analysis; good organization, leadership and initiative is required.

16. POSITION ELEMENTS

a. Supervision Received

Telecom Manager

b. Available Guidelines

5 FAM – Section on Automated Information Systems. Diplomatic Security Guidelines, Department of State and host country's regulations

c. Exercise of Judgment

Must exercise good judgment in determining when issues need to be escalated and show good time management.

d. Authority to Make Commitments

Commit to punctuality at work and the fostering of a good team spirit. Incumbent must consult with the IMS before requesting procurement of supplies in excess of \$100. LAN reconfiguration (software or hardware) or equivalent committal must be cleared in writing the IMS.

e. Nature, Level and Purpose of Contacts

Maintain contacts with all levels of employees at the Mission and relevant vendors.

f. Supervision Exercised

None.

g. Time Required to Perform Full Range of Duties after Entry into the Position

52 Weeks